



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline  
Vehicle Owner's Questionnaire  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100184

Date Received

Repository

2004 JAN - 7 AM 10:  
04 NOV 2003

Reference No.  
10045316

OWNER INFORMATION (Type or Print)

Name

Daytime Telephone Number

E-mail Address

Address

City

GARDNER

State

KS

Zip Code

Evening Telephone Number

Do you authorize NHTSA  
in the absence of an authorized  
Signature of Owner

to the manufacturer of your vehicle?  
provide your name or address to the vehicle manufacturer.

YES

NO

Date 12/2/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1B4HS28N6YF105883

Make

DODGE

Model

DURANGO

Model Year

2000

Date Purchased

APRIL 2000

Dealer's Name and Telephone Number

STEVE OLIVE DODGE

Now BUD BROWN

913-642-4600

Engine:

No. Cylinders

Fuel Type:

UNLEADED

Original Owner

Dealer's City

OVERLAND PARK

State

KS

Zip Code

66210

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

4x4

Vehicle Component Code

021520 SUSPENSION:FRONT;CONTROL ARM;UPPER BALL JOINT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

03 JUN 2000  
MARCH 18, 2003

Failure Mileage

113000

Failure Speed

40 MPH

ARM 5210638 WAE

ARM 52106387A

BALLJOINT 52106222AA

SWAPT 52099204AB

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM158BC036)

Original Equipment

Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

0

0

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

PE 03-032, FRONT SUSPENSION/UPPER BALL JOINT FAILURE: THE UPPER BALL JOINTS WORE OUT PREMATURELY. \*AK

LOWER

PARTS - \$928.74

LABOR - \$911.95

SHE STATED SHE WAS SURPRISED IT HAD NOT LOCKED UP.

SERVICE MANAGER COMMENTED: EVEN IF I ~~SAID~~ WANTED VEHICLE BACK SHE COULD NOT LET IT GO BECAUSE IT WAS UNSAFE TO DRIVE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**